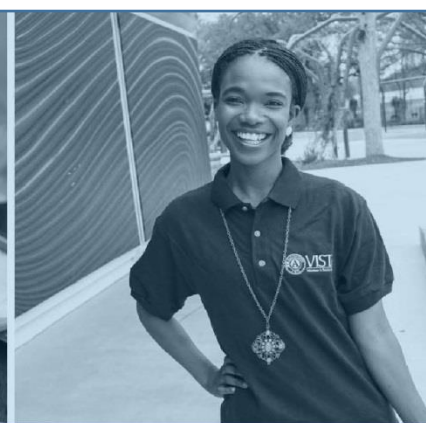
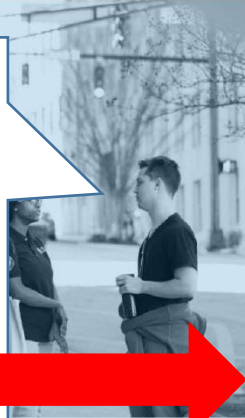




*The webinar will begin soon. While you wait, please **answer the poll question** on the right side of the screen and click the **"Submit"** button.*



# Dodging Pitfalls When Running a Community Meeting



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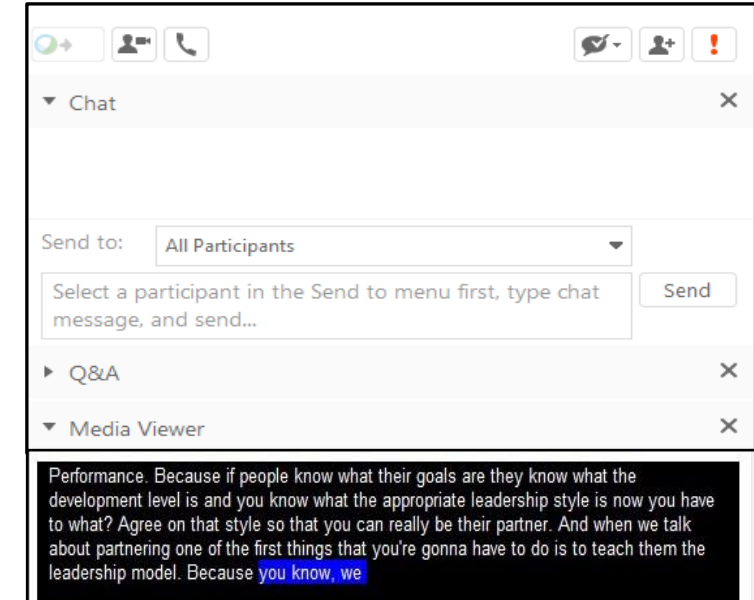
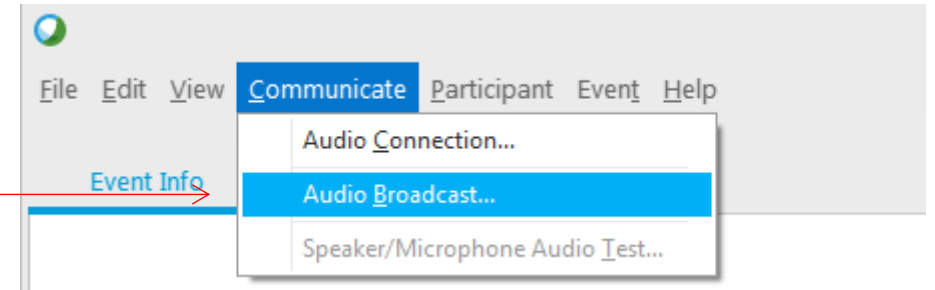
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# Connecting to Audio

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- Audio broadcast
- Call in via phone (number and passcode listed on each slide)
- View Closed Captions in the Media Viewer panel



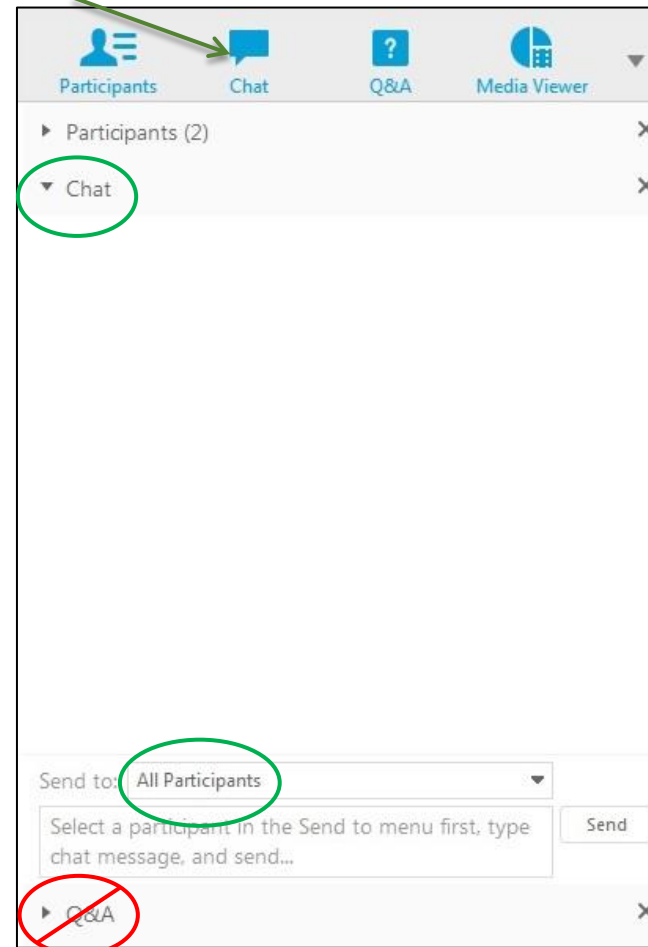
# Tips for Participating

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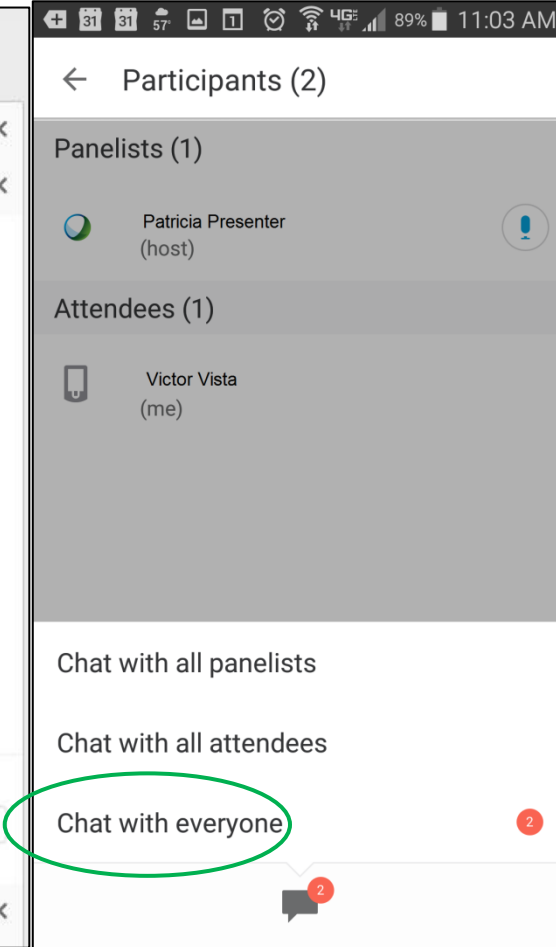
- Share comments and ideas in the Chat panel (send to "All Participants")
- Ask questions in the Q&A panel (send to "All Panelists")
- Some WebEx features are not available on mobile devices
- Links and recording will be available after the session

*Click this button if you don't see the chat panel.*

## COMPUTER



## MOBILE



# Webinar Etiquette

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- Focus on the topic
- Assume positive intent
- Respect diverse viewpoints and opinions







# Dodging Pitfalls When Running a Community Meeting



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# Session Goals

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By the end of this session, you will be able to:

- Apply meeting management tools and practices to opening and closing a community meeting
- Identify 5 common meeting pitfalls
- Utilize planning strategies and “on the spot” responses and tools to address pitfalls

# Today's Speaker

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**Ryan Fewins-Bliss**

National VISTA Trainer  
Deputy Director for Community Investment  
Michigan College Access Network

# Hosting a Community Meeting

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- To discuss an important topic
- To make a decision
- To plan an event or program
- To seek advice
- To update/communicate about an issue
- To problem solve
- To build or maintain a relationship



# Community Meetings

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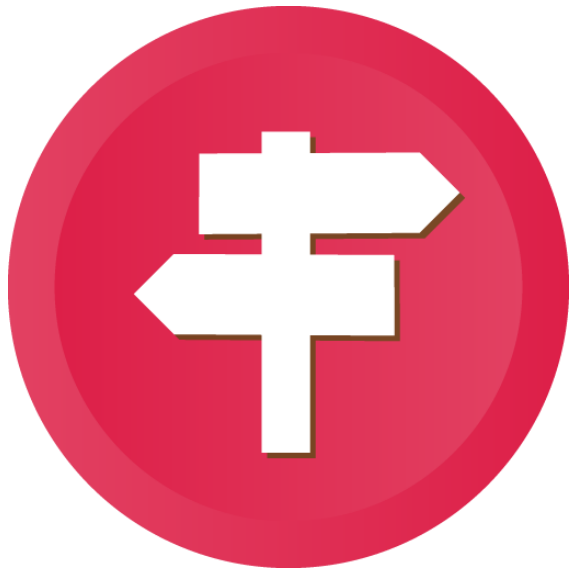


- 25 or more people
- New group, not a standing meeting
- You are hosting/convening
- Participants don't necessarily know each other



# Starting the Meeting

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- Food (optional), water and coffee
- Materials
- Welcome
- Housekeeping
- Introductions or icebreaker
- Review agenda
- Jump into the content

# 5 Common Meeting Pitfalls

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- Off Agenda
- Dense Agenda/Time Challenges
- Technology Issues
- Conflict
- Uneven Participation



# Pitfall #1: Off Agenda

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## Prevention

- Share agenda in advance



## Prevention

- Share agenda in advance
- Review agenda at start



## Prevention

- Share agenda in advance
- Review agenda at start
- Keep the meeting moving





## Managing “in the Moment”

- Refer back to the agenda



## Managing “in the Moment”

- Refer back to the agenda
- Refer to ground rules



## Managing “in the Moment”

- Refer back to the agenda
- Refer to ground rules
- Use “Parking Lot”



## Managing “in the Moment”

- Refer back to the agenda
- Refer to ground rules
- Use “Parking Lot”
- Be direct



## Prevention

- Seek feedback on the agenda



## Prevention



- Seek feedback on the agenda
- Determine what you want to accomplish and assign the appropriate time in chunks



## Prevention



- Seek feedback on the agenda
- Determine what you want to accomplish and assign the appropriate time in chunks
- Schedule multiple meetings

## Prevention



- Seek feedback on the agenda
- Determine what you want to accomplish and assign the appropriate time in chunks
- Schedule multiple meetings
- Enlist a timekeeper

## Prevention



- Seek feedback on the agenda
- Determine what you want to accomplish and assign the appropriate time in chunks
- Schedule multiple meetings
- Enlist a timekeeper
- Send prep materials before and/or provide good handouts

## Managing “in the Moment”

- Agenda: keep it moving, revisit, or re-form with feedback



## Managing “in the Moment”

- Agenda: keep it moving, revisit, or re-form with feedback
- Do a check-in with participants or acknowledge the Issue





## Managing “in the Moment”

- Agenda: keep it moving, revisit, or re-form with feedback
- Do a check-in with participants or acknowledge the Issue
- Create a subcommittee







## Managing “in the Moment”

- Agenda: keep it moving, revisit, or re-form with feedback
- Do a check-in with participants or acknowledge the Issue
- Create a subcommittee
- Use multimedia to break things up





## Managing “in the Moment”

- Agenda: keep it moving, revisit, or re-form with feedback
- Do a check-in with participants or acknowledge the Issue
- Create a subcommittee
- Use multimedia to break things up
- Sticky notes



# Chat Question

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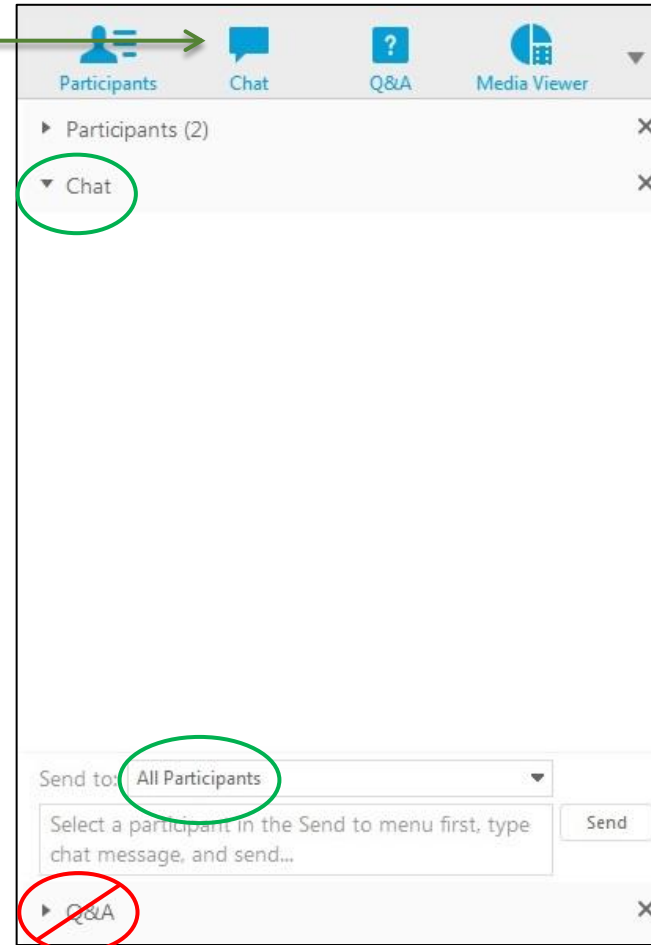


Scenario: You are hosting a meeting that has heavily deviated from the agenda! To top it off, you had a packed agenda to begin with. You are running out of time, but the group is fully engrossed and engaged in the other topic.

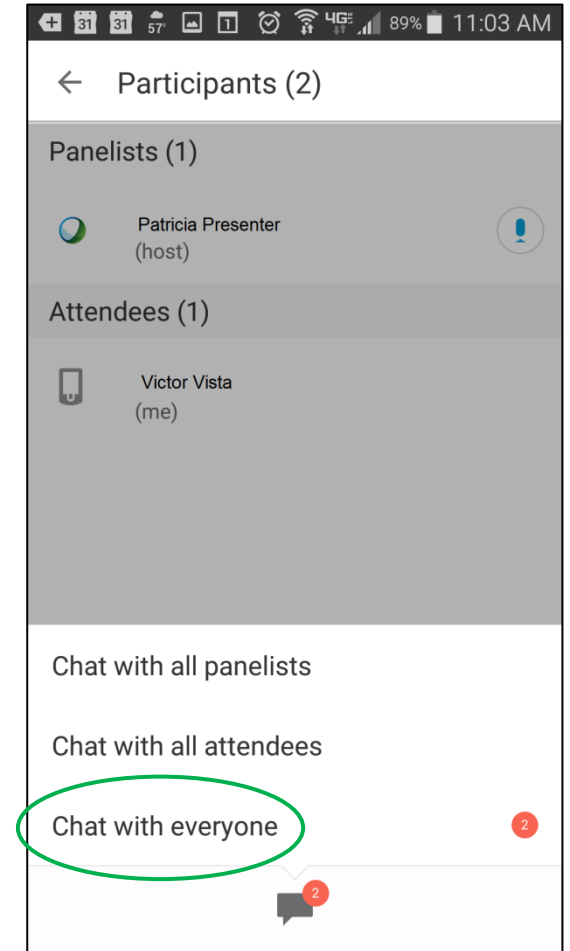
What do you do?

## COMPUTER

*Click this button if you don't see the chat panel.*



## MOBILE



## Prevention

- Dress rehearsal





## Prevention

- Dress rehearsal
- Keep it as simple as possible!



## Prevention

- Dress rehearsal
- Keep it as simple as possible!
- Set up and test equipment just prior to the meeting





## Prevention

- Dress rehearsal
- Keep it as simple as possible!
- Set up and test equipment just prior to the meeting
- Let participants know beforehand



## Prevention

- Dress rehearsal
- Keep it as simple as possible!
- Set up and test equipment just prior to the meeting
- Let participants know beforehand
- Get help!



## Prevention

- Dress rehearsal
- Keep it as simple as possible!
- Set up and test equipment just prior to the meeting
- Let participants know beforehand
- Get help!
- Plan B

## Managing “in the Moment”

- Enact backup plan



## Managing “in the Moment”

- Enact backup plan
- Bail out and move on



## Managing “in the Moment”

- Enact backup plan
- Bail out and move on
- Get help!



## Managing “in the Moment”

- Enact backup plan
- Bail out and move on
- Get help!
- Email out links and files afterward



# Chat Question

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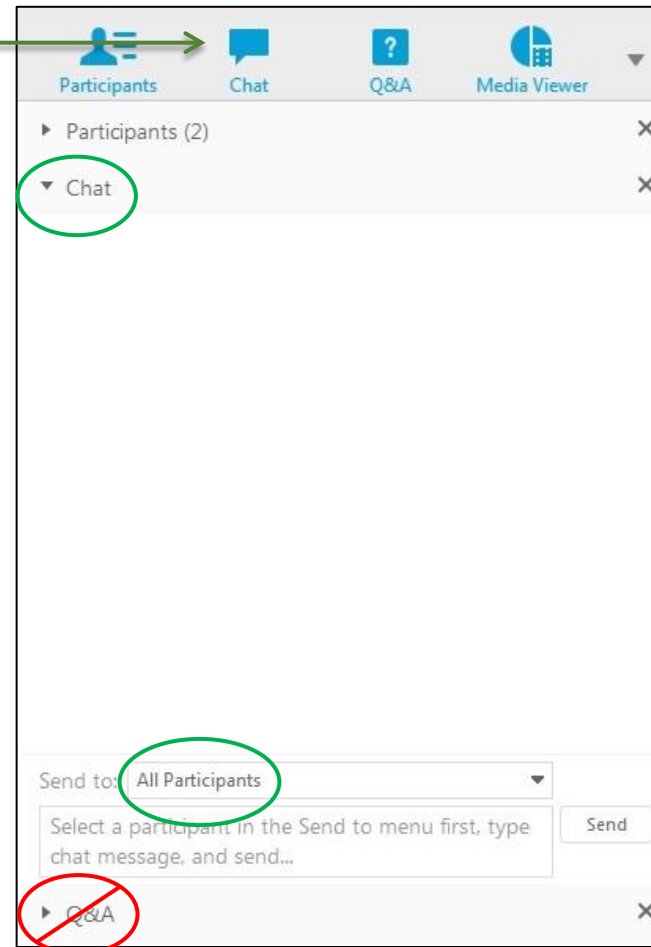


Scenario: You get to your meeting space and start to set up when you realize your laptop went kaput. Your presentation and notes were on your computer.

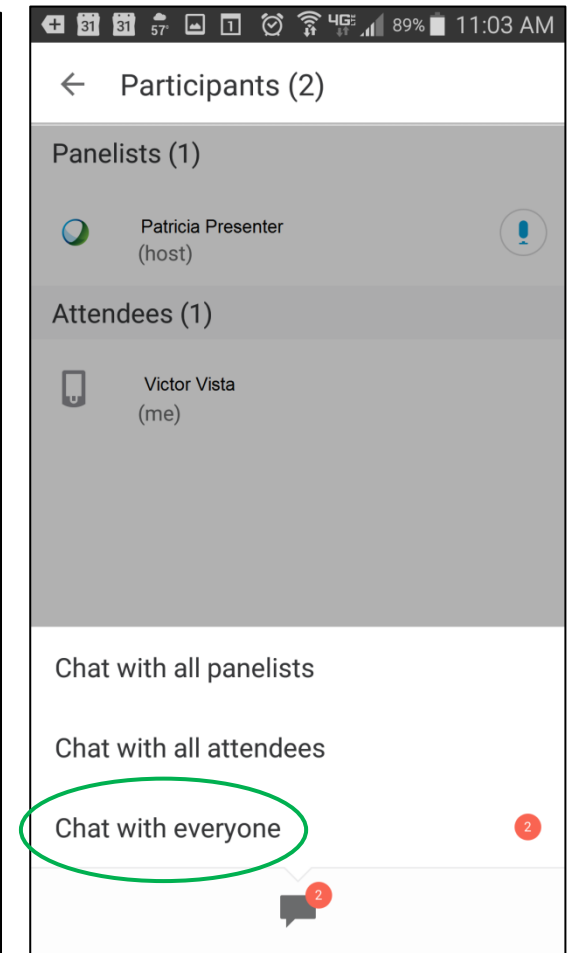
What do you do?

## COMPUTER

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## MOBILE







## Prevention

- Icebreakers



## Prevention

- Icebreakers
- Focus on shared goals



## Prevention

- Icebreakers
- Focus on shared goals
- Establish ground rules



## Prevention

- Icebreakers
- Focus on shared goals
- Establish ground rules
- Share leadership



## Prevention

- Icebreakers
- Focus on shared goals
- Establish ground rules
- Share leadership
- Seat assignments





## Managing “in the Moment”

- Strategic use of breaks



## Managing “in the Moment”

- Strategic use of breaks
- Refer to ground rules



## Managing “in the Moment”

- Strategic use of breaks
- Refer to ground rules
- Name the conflict





## Managing “in the Moment”

- Strategic use of breaks
- Refer to ground rules
- Name the conflict
- Share leadership

# Pitfall #5: Uneven Participation

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## Participant Types

- Silent Bob
- Dominating Dennis
- Negative Nancy
- Chatty Cathy

# Pitfall #5: Uneven Participation

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## Prevention

- Icebreakers



# Pitfall #5: Uneven Participation

Dial: 888-455-4948  
Passcode: 6868464



## Prevention

- Icebreakers
- Meeting roles



# Pitfall #5: Uneven Participation

Dial: 888-455-4948  
Passcode: 6868464



## Prevention

- Icebreakers
- Meeting roles
- Seat assignments



# Pitfall #5: Uneven Participation

Dial: 888-455-4948  
Passcode: 6868464



## Prevention

- Icebreakers
- Meeting roles
- Seat assignments
- Pre-meeting chats



# Pitfall #5: Uneven Participation

Dial: 888-455-4948  
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## Prevention

- Icebreakers
- Meeting roles
- Seat assignments
- Pre-meeting chats
- Talking stick



# Chat Question

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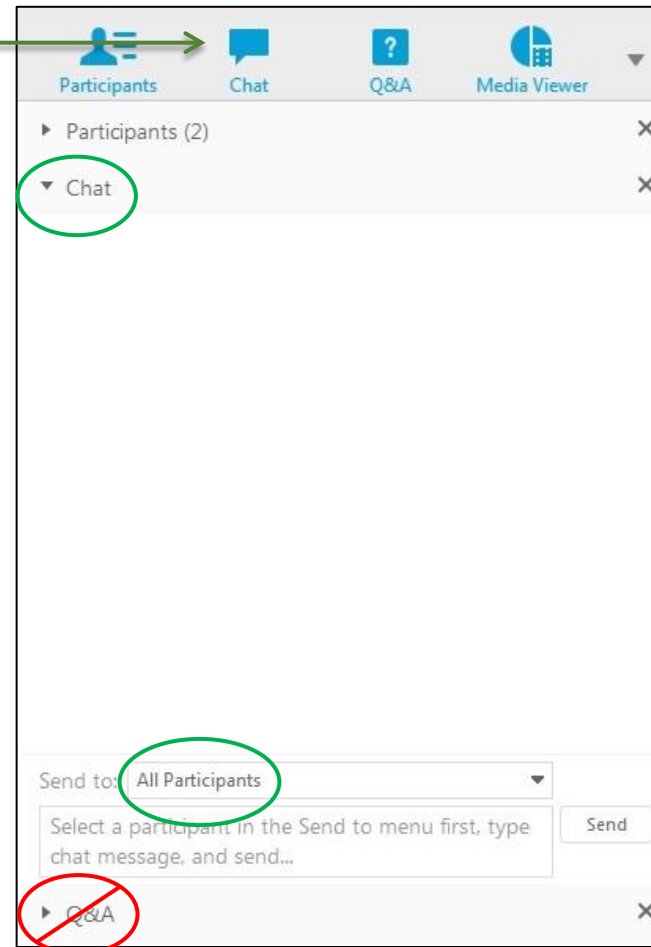


Scenario: Between Negative Nancy and Dominating Dennis, the morale in the meeting has nosedived. Every suggestion is met with criticism or tense silence.

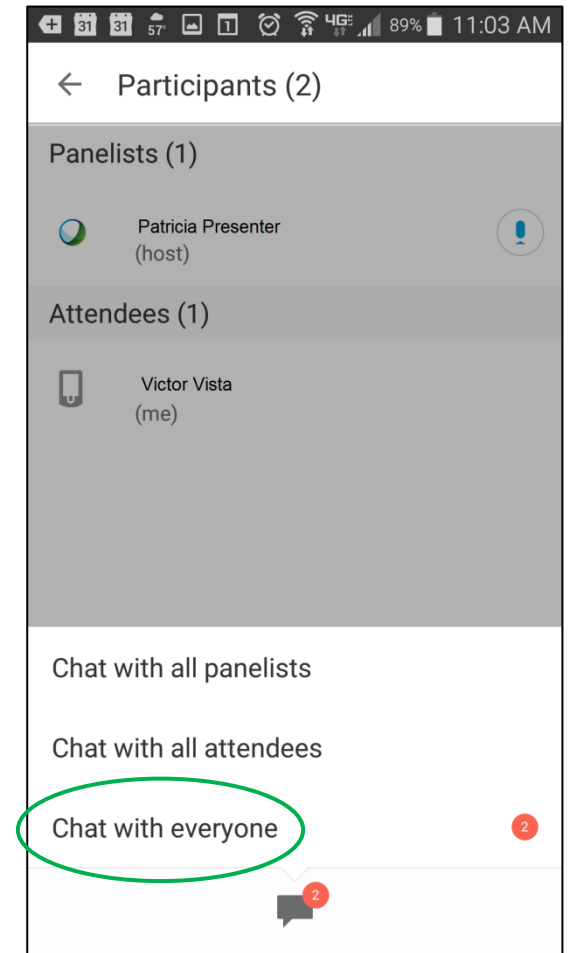
How do you move forward?

## COMPUTER

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## MOBILE







## Managing “in the Moment”

- Ground rules
- Think-Pair-Share
- Around the world
- Strategic language
- Multiple methods for input
  - Sticky Notes

# Concluding the Meeting

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- Reclaim the floor
- Summarize key points
- Review agreed-upon next steps/tasks



# Concluding the Meeting

Dial: 888-455-4948  
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- Reclaim the floor
- Summarize key points
- Review agreed-upon next steps/tasks
- Ask for (brief) last thoughts or comments
- Next meeting?
- Thank everyone for coming
- Adjourn the meeting





- Gather notes/materials
- Follow up
- Next steps
- Thank you's

# Top 10 Meeting Tools

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- Agenda
- Ground Rules
- Prepped Materials
- Data
- Handouts



# Top 10 Meeting Tools

Dial: 888-455-4948  
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- Agenda
- Ground Rules
- Prepped Materials
- Data
- Handouts
- Visual Aids
- Nametags
- Icebreakers
- Sticky Notes
- Food



- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

# Questions?

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- To ask a question verbally, call in using the number on this slide and press \*1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask "All Panelists"





# Thank You for Your Participation!

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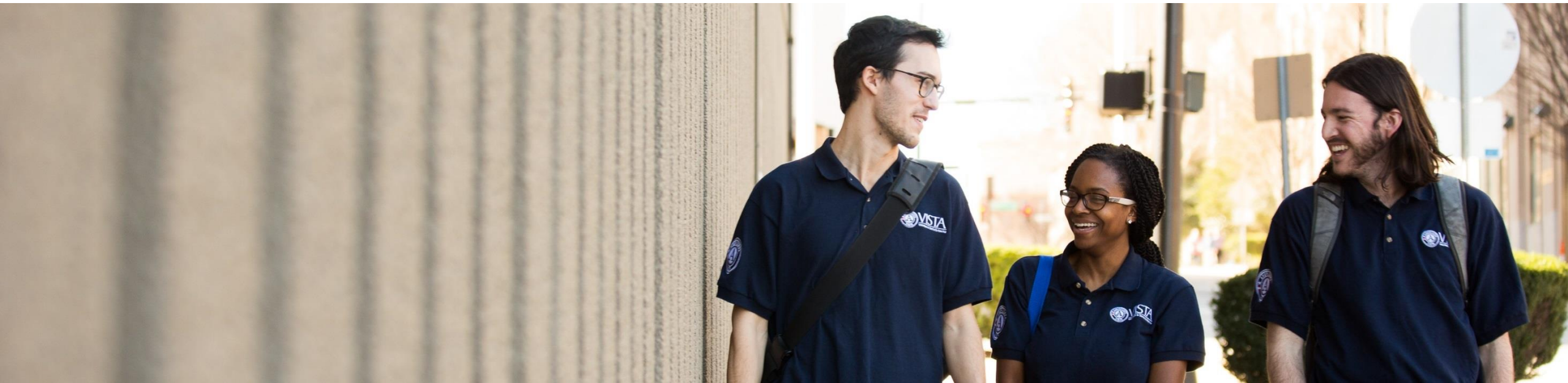
Further questions? Contact us:  
[VISTATrainingSupport@cns.gov](mailto:VISTATrainingSupport@cns.gov)

Our next webinar:

*Using Assertive Communication to  
Establish your Credibility*

June 26, 2018

2:00pm Eastern





# Thank you for your service



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